



Charter commitment: Relationships

Housing associations will treat all residents with respect in all of their interactions.

Relationships between residents and housing associations will be based on openness, honesty and transparency.

How we meet this commitment	Scrutiny Group's 'sense-check'
✓ Our Customer Charter sets out the standards of service customers can expect.	✓ On website – can be available as a hard copy and given to customers on request.
✓ Reviewed communications to ensure clarity and a respectful tone.	✓ Yes
✓ Quarterly performance information published online.	✓ Yes
✓ Quarterly complaints information published online.	✓ Yes
✓ Learning from complaints published online.	✓ Yes
✓ 'We are Cottsway' values underpin our approach.	✓ Yes
✓ Staff received Tone of Voice training in 2018 to ensure customers are treated with respect in all interactions.	✓ Yes - with varying results. Noticeable difference since homeworking – staff seem more relaxed and on customer wavelength.
To do:	
<ul style="list-style-type: none"> • All staff to receive customer care training. • Review Customer Charter. • Include customer care/tone of voice training in induction for all new staff. 	<ul style="list-style-type: none"> • Complete. • <u>Complete</u>. • Complete.



Charter commitment: Communication

Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run and information about performance on key issues.

How we meet this commitment	Scrutiny Group's 'sense-check'
✓ Annual Report and Value for Money statement available online and hard copies on request.	✓ Yes
✓ Regular posts on social media on local issues.	✓ Yes
✓ Regular posts on website and social media about repairs, maintenance and safety issues.	✓ Yes
✓ Homepage ezine emailed to customers and available online.	✓ Yes
✓ Quarterly performance information published online.	✓ Yes
✓ Quarterly complaints information published online.	✓ Yes
✓ Learning from complaints is published online.	✓ Yes
✓ Quarterly spend on new developments published online.	✓ Yes
✓ Customer Charter sets out the standards of service customers can expect.	✓ Yes – available on website
✓ Regularly publish information on local community projects we fund and work in partnership with community stakeholders to deliver them.	✓ Yes
✓ Key information included with the annual rent review letter	✓ Yes

To do:

- Further promote access to Homepage ezine.
- Launch of our new customer portal.
- Complete
- Complete – launched in October 2021.



Charter commitment: Voice and influence

Views from residents will be sought and valued and this information will be used to inform decisions.

Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.

How we meet this commitment	Scrutiny Group's 'sense-check'
✓ Comprehensive suite of satisfaction surveys in place and results published online quarterly.	✓ Suite of surveys not comprehensive but do cover key service areas and results are published online.
✓ Results of surveys used to identify service areas in need of improvement.	✓ Yes
✓ Reviews of policies include an impact assessment to ensure groups are not negatively impacted.	✓ Yes, but difficult to review policies that are not published online.
✓ Monitor satisfaction with 'opportunity to make your views known'.	✓ Yes
✓ Active and well supported Scrutiny Group plays a key role in monitoring performance and identifying service improvements.	✓ Yes, but no opportunity given to feed into Corporate Plan.
✓ Customers involved in procurement of key services.	✓ Yes
✓ Closed Facebook group used for consultation and engagement.	✓ Yes, but people may put off commenting publicly.
✓ Individual consultations on specific services.	✓ Yes
✓ Latest consultations, satisfaction surveys and complaints reported to Board quarterly.	✓ Yes
✓ Customer issues raised in satisfaction surveys are responded to so we can put it right.	✓ Yes
✓ Satisfaction surveys carried out by an independent research agency so respondents can be open and honest.	✓ Yes – Acuity
✓ Customer Engagement Strategy based on robust consultation that set out clear priorities is in place.	✓ Yes
To do:	
<ul style="list-style-type: none"> • Complete regulatory three-year consultation. • Review our customer satisfaction surveys. 	<ul style="list-style-type: none"> • <u>Complete</u> • <u>Complete</u>



Charter commitment: Accountability

Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.

How we meet this commitment	Scrutiny Group's 'sense-check'
✓ A well-established three-tiered approach is in place for customer scrutiny and oversight.	✓ Yes – Scrutiny by All (publishing performance information), Collaborative Scrutiny (working together) and Independent Scrutiny of services.
✓ A well-established Scrutiny Group monitor our performance and scrutinise our services.	✓ Yes
✓ The Chair and Vice Chair of our Scrutiny Group meet regularly with Board champions.	✓ Yes
✓ A wide range of performance information is published online.	✓ Yes
✓ Our Procurement Group, made up of customers, work with us to tender new services such as grounds maintenance and cleaning.	✓ Yes
✓ The Housing Ombudsman Complaints Code has been adopted to ensure complaints are handled well and we learn from them.	✓ Yes
To do:	
<ul style="list-style-type: none"> Ask what other information our customers would like published. 	<ul style="list-style-type: none"> <u>Completed through three-year consultation.</u>



Charter commitment: Quality

Residents can expect their homes to be good quality, well maintained, safe and well managed.

How we meet this commitment	Scrutiny Group's 'sense-check'
✓ Developed 186 new homes in 2019/20; 130 in 2020/21 and 130 in 2021/22.	✓ Yes
✓ Invested £7,291,000 in maintaining our homes in 2019/20; £6m in 2020/21 and £9.1m in 2021/22.	✓ Yes
✓ Monitoring satisfaction with the repairs service.	✓ Yes
✓ Monitoring satisfaction of 'overall quality of the home' and the home being 'safe and secure' - and responding to any issues raised.	✓ Yes
✓ Prioritising issues of compliance to ensure our homes are safe. For example, gas servicing, electrical testing, fire safety and legionella testing.	✓ Yes
✓ Refitted 128 kitchens and 102 bathrooms in 2019/20; 59 kitchens and 31 bathrooms in 2020/21 and 137 kitchens and 69 bathrooms in 2021/22.	✓ Yes
✓ Spent £216,000 on aids and adaptations to ensure homes meet our customers' needs in 2019/20; £172,743 in 2020/21 and £246,000 in 2021/22.	✓ Yes
✓ Spent £92,000 on our assisted gardening and assisted decorations schemes in 2019/20 to help vulnerable customers keep their homes and gardens in good condition. In 2020/21 we spent £27,586 on assisted gardening but none on assisted decorating due to lockdown. In 2021/22 we spent a combined total of £44,457 on both schemes.	✓ Yes
To do:	
<ul style="list-style-type: none">• Publish information on our planned maintenance programme.	<ul style="list-style-type: none">• Still to be completed, waiting for launch of new portal/app in 2023/24.



Charter commitment: When things go wrong

Residents will have simple and accessible routes for raising issues, making complaints, and seeking redress.
Residents will receive timely advice and support when things go wrong.

How we meet this commitment	Scrutiny Group's 'sense-check'
✓ The Housing Ombudsman Complaints Code has been adopted to ensure complaints are handled well and we learn from them.	✓ Yes
✓ Our Customer Service Team can resolve low level complaints quickly and offer small compensation payments if required.	✓ Yes
✓ Resolved 89% of complaints received within 48 hours in 2019/20; 89% in 2020/21 and 88% in 2021/22.	✓ Yes
✓ Complaints can be submitted in person, by letter, email, online, phone or via social media.	✓ Yes
✓ Monitoring satisfaction with our complaints process.	✓ Yes
✓ Publishing information on complaints and how we have learned from them.	✓ Yes
✓ Two Board members and our Operations Director review complaints each quarter.	✓ Yes
To do:	
• Publish the results of our self-assessment against the Housing Ombudsman's Complaints Code.	• <u>Complete</u>